

COURSE	DATE	TIME	LOCATION	REMARKS
<b>AUTOMATED CALL DISTRIBUTION WITH MANAGEMENT INFORMATION SYSTEM</b>	Waiting List	8:30 - 12:30	Sacramento Pacific Bell Executive Briefing Center	<p>Customers can sign-up to be placed on the waiting list.</p> <p>Notices will sent out to announce the date and times for this class.</p>
<p><b>DESCRIPTION:</b></p> <p>This is a leader led overview of the ACD functions and the MIS equipment and function.</p> <p>The course content includes the following:</p> <ul style="list-style-type: none"> <li>• Explanation of call center flow &amp; design options</li> <li>• Overview of VU-ACD/100 Management Information System (MIS)</li> <li>• VU-ACD/100 Management Information System Demo</li> </ul>				